

# Home Care Provider Referral Portal – Summary

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

**October 12, 2021**

416 Total Referrals

(entered since implementation of referral portal in 3/2021)

• 217 Available

• 19 Selected (for review by provider)

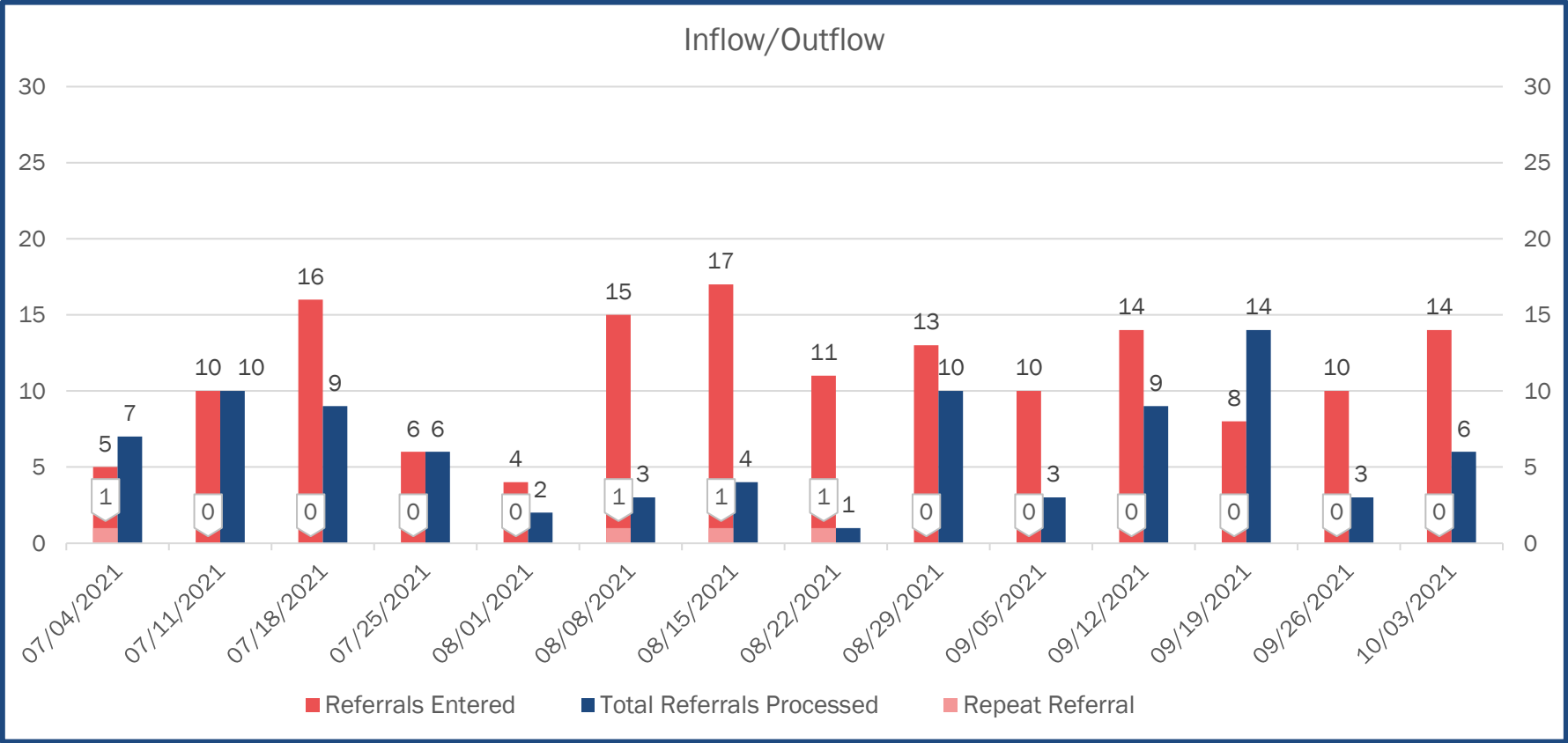
• 197 Processed (with service authorized since implementation of referral portal in 3/2021)

**Percent of Total Referrals**

**Processed** (since implementation of referral portal in 3/2021)

As of 10/12/2021

47%



Referrals Entered (red bar): Referrals entered during the week by case managers requesting service

Total Referrals Processed (blue bar): Referrals accepted for service by providers, during the week

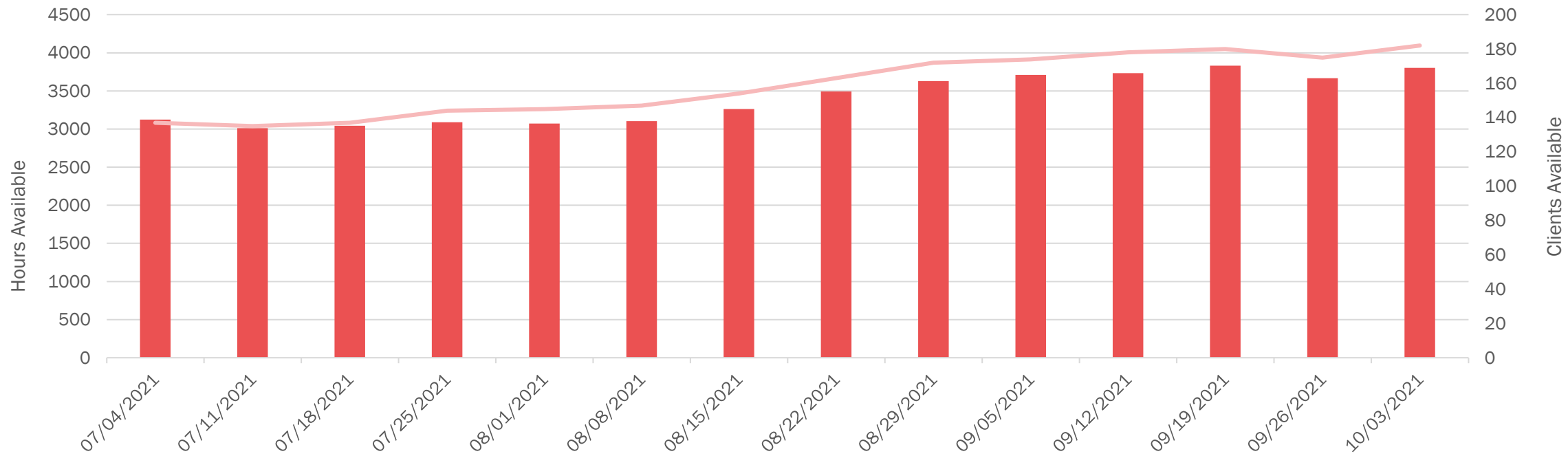
Repeat Referral (pink bar with shield shaped number): Referrals previously accepted with service initiated; service ended; case managers re-entered onto referral portal during week seeking service again

# Home Care Provider Referral Portal – Referral Status

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

182 individuals waiting for total of 3,804 hours of service

Pool of Available Referrals at Week Start



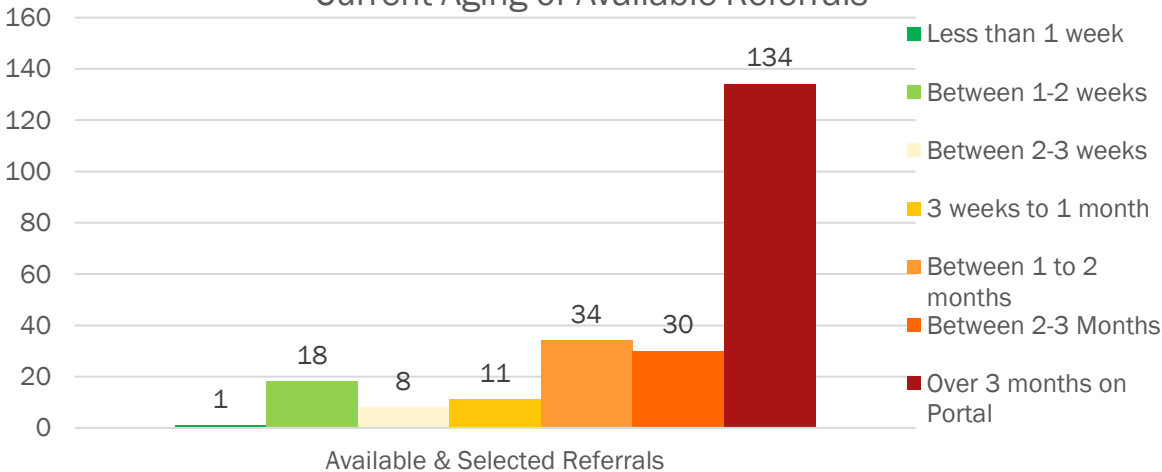
	07/04/ 2021	07/11/ 2021	07/18/ 2021	07/25/ 2021	08/01/ 2021	08/08/ 2021	08/15/ 2021	08/22/ 2021	08/29/ 2021	09/05/ 2021	09/12/ 2021	09/19/ 2021	09/26/ 2021	10/03/ 2021
Total Hours Available at Week Start	3123	3012	3043	3089	3072	3104	3263	3493	3630	3711	3732	3832	3668	3804
Total Clients Available at Week Start	137	135	137	144	145	147	154	163	172	174	178	180	175	182

# Home Care Provider Referral Portal – Days of Service

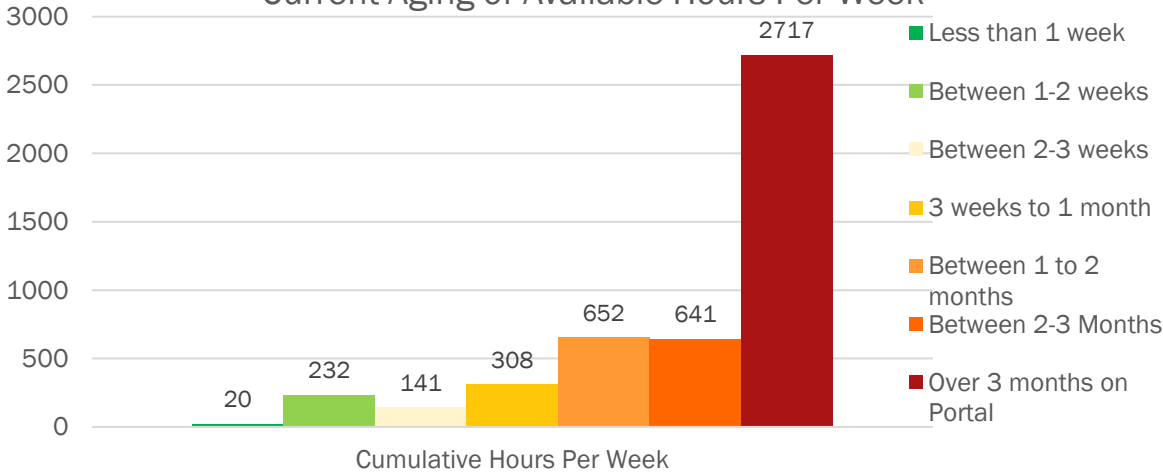
NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

Case managers assign referrals an urgency level of 2 days, 5 days, or 14 days to be filled.

Current Aging of Available Referrals

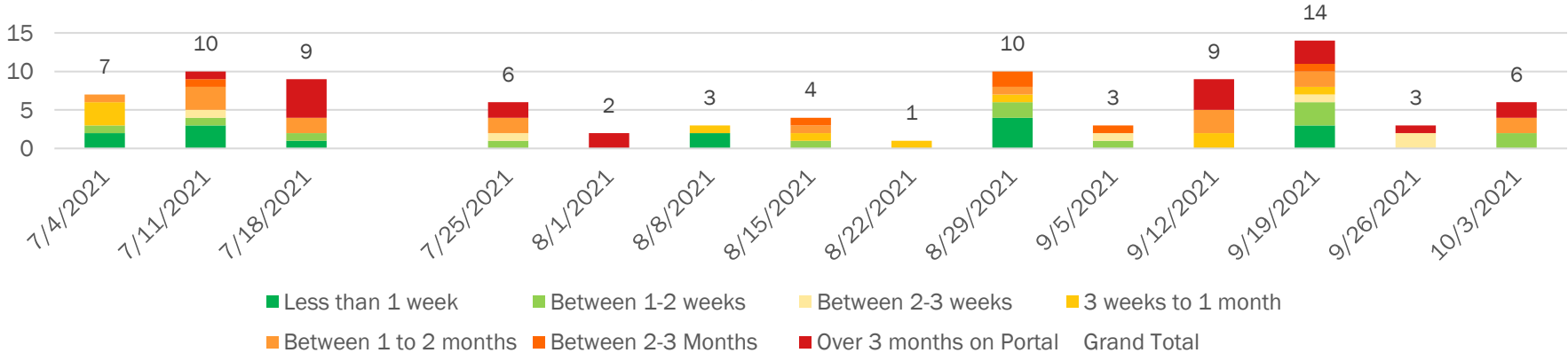


Current Aging of Available Hours Per Week



• 69% of individuals referred have been waiting over two months for service.

Aging when Processed



# Home Care Provider Referral Portal – Referrals Available and Processed

## By Zip Code

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

Postal Code	Region Name	Available/Selected	Processed
02806	Barrington	0	1
02809	Bristol	2	1
02813	Charlestown	1	0
02816	Coventry	10	3
02817	West Greenwich	0	3
02818	East Greenwich	3	2
02828	Greenville	1	2
02831	Hope	1	0
02832	Hope Valley, Richmond	1	1
02835	Jamestown	1	0
02837	Little Compton, L Compton	0	1
02840	Newport	19	3
02842	Middletown	2	0
02852	North Kingstown	4	1
02859	Pascoag	2	0
02860	Pawtucket	6	13
02861	Pawtucket	3	1
02863	Central Falls	2	4
02864	Cumberland	3	4
02865	Lincoln	1	3
02871	Portsmouth	2	1
02878	Tiverton	4	1
	Wakefield/Narragansett/Peace		
02879	Dale/South Kingstown	6	1

Postal Code	Region Name	Available/Selected	Processed
02881	Kingston	0	1
02882	Narragansett/Point Judith	3	0
02885	Warren	1	0
02886	Warwick	4	5
02888	Warwick	2	2
02889	Warwick	4	2
02891	Westerly	8	3
02893	West Warwick	14	4
02895	Woonsocket	14	10
02903	Providence	5	7
02904	Providence/North Providence	18	7
02905	Providence/Cranston	5	9
02906	Providence	0	3
02907	Providence/Cranston	5	11
02908	Providence/North Providence	5	9
02909	Providence	4	11
02910	Cranston/Providence	2	2
02911	North Providence/Providence	3	2
02914	East Providence	3	7
02915	Riverside	4	1
02916	Rumford	1	2
02917	Smithfield	3	2
02919	Johnston/Providence	2	6
02920	Cranston	5	12

The red shaded columns show numbers of referrals currently available out of the total entered into the referral portal since its 3/3021 inception. The blue shaded column shows number of referrals processed since the portal's 3/2021 inception. No referrals have been received in postal code areas that are not listed.

# Home Care Provider Referral Portal – Available and Processed

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

## Referrals Available and Processed Based on Primary Diagnosis

Primary Diagnosis	Number Currently Available	Total Number Processed (since 3/2021 implementation)	Percent Processed
Behavioral disorders	12	13	52%
Cardiovascular disorders	34	24	41%
Dementia disorders	12	12	50%
Developmental disorders	4	1	20%
Endocrine disorders	24	17	41%
Muscular/skeletal disorders	54	42	44%
Neurological disorders	18	28	61%
Respiratory disorders	22	15	41%
Urinary/reproductive disorders	2	3	60%
Unknown	8	9	53%
<b>Grand Total</b>	<b>190</b>	<b>164</b>	<b>46%</b>

## Referrals Available and Processed Based on Hours Requested

Hours Per Week Requested	Referrals Currently Available	Total Processed Referrals (since 3/2021 implementation)	
		Number	Percent
1-10 hours	74	40	35%
11-20 hours	39	35	47%
21-30 hours	44	32	42%
31-40 hours	16	27	63%
41 hours plus	17	30	64%
Grand Total	190	164	46%

## Referrals Available and Processed Based Consumer Language

Primary Language	Referrals Currently Available	Total Processed Referrals (since 3/2021 implementation)	
		Number	Percent
English	177	125	41%
Spanish	10	30	75%
Portuguese	1	7	88%
Haitian Creole	2	0	0%
Laotian	0	1	100%
Mandarin	0	1	100%
Grand Total	190	164	46%

# Home Care Provider Referral Portal – Provider Usage

NOTE: Data does not include referrals for the OHA@Home Cost Share program or managed care.

## Provider Usage

- 30 (of 34) active providers have at least one case from the referral portal with services authorized, since the 3/2021 inception
  - 7 providers have accepted 10 or more cases
  - 8 providers have accepted between 5 – 9 cases
  - 15 providers have accepted fewer than 5 cases

## Provider Education and Technical Assistance

- Gainwell conducted two training sessions for providers.
- Gainwell distributed detailed instructions about use of the home care referral portal, including screen shots and contact information.
- Gainwell's Provider Representative continues to be available to offer one-to-one technical assistance to providers in use of the portal. Contact information available on the following page.

# Home Care Provider Referral Portal – Contact Information

Agency	Contact About	Telephone	Email
Gainwell Technologies Help Desk	Claim Status	401-784-8100	
Gainwell Technologies Marlene Lamoureux, Provider Representative	Provider Education and Training	401-784-3805	Marlene.Lamoureux@gainwelltechnologies.com
Department of Human Services	Eligibility and Prior Authorizations	401-415-8455	<a href="mailto:DHS.LTSS@dhs.ri.gov">DHS.LTSS@dhs.ri.gov</a>
Medicaid/Office of Community Programs	Prior Authorizations and general Home Care Provider Referral Portal issues	401-462-6393	<a href="mailto:OHHS.OCP@ohhs.ri.gov">OHHS.OCP@ohhs.ri.gov</a>
Office of Healthy Aging	Prior Authorizations <i><b>NOTE:</b> Contact the regional case management agency first (see next page). If issues remain unresolved, contact OHA.</i>	401-462-0568	Melody.Rodrigues@oha.ri.gov

# Home Care Provider Referral Portal – Contact Information

## OHA Regional Case Management Agencies

Agency	Telephone	Email
Child and Family Services – Newport/Middletown	401-848-4121	jeyre@childandfamilyri.org
Child and Family Services – Providence	401-780-2213	jeyre@childandfamilyri.org
East Bay CAP	401-490-1152	rcovington@ebcap.org
Tri-County CAP	401-709-2643	rspirito@tricountyri.org
West Bay CAP	401-924-5250	slopatka@westbaycap.org

Updated Home Care Provider Referral Portal data reports will be available each month on the EOHHS website.